TOPCOM®

BUTLER 3550/TWIN

USER GUIDE

1.4

CE

Important

To use ‘Caller ID’ (display caller), this service has to be activated on your phone line. Normally you need a separate subscription from your telephone company to activate this function. If you don’t have the Caller ID function on your phone line, the incoming telephone numbers will NOT be shown on the display of your telephone.

This product is in compliance with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC. The Declaration of conformity can be found on :

http://www.topcom.net/support/cedeclarations.php

To be connected to the public analogue telephone network.

The CE symbol indicates that the unit complies with the essential requirements of the R&TTE directive.

The features described in this manual are published with reservation to modifications.

ENGLISH

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Safety Instructions

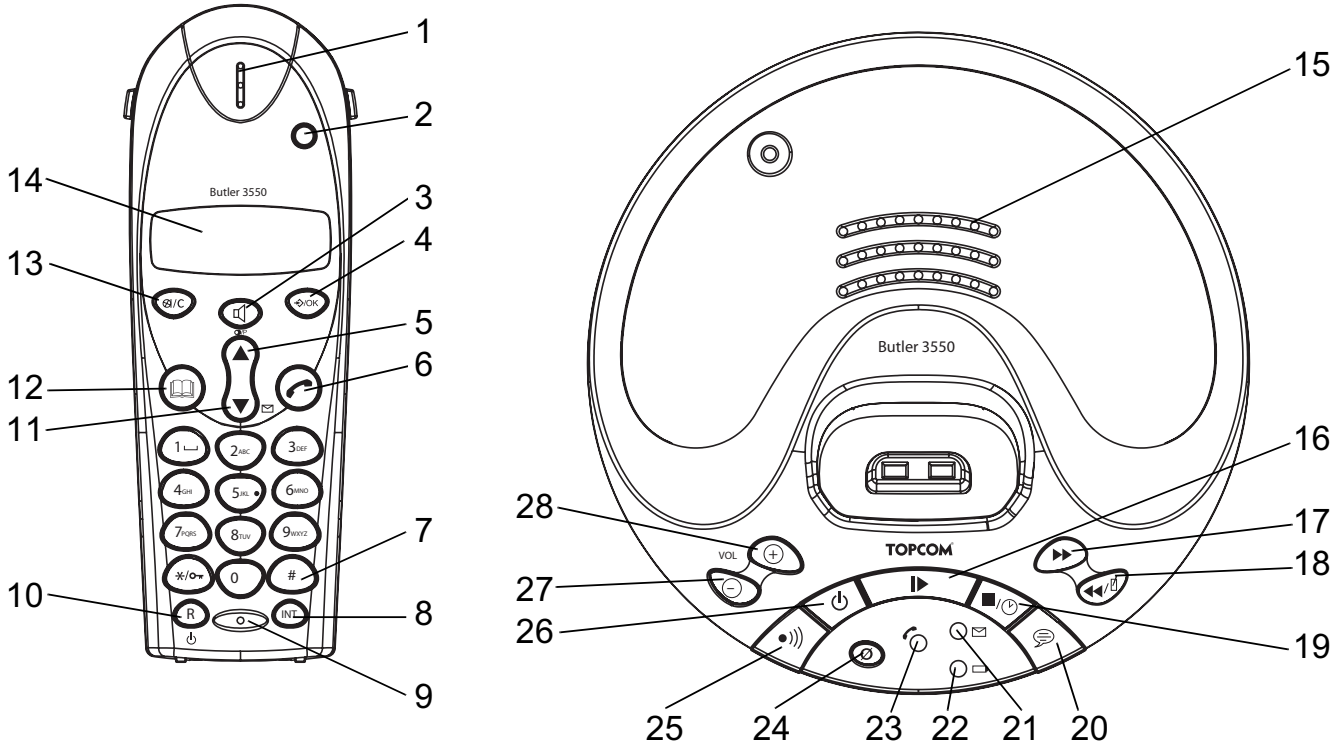
- Only use the charger plug supplied. Do not use other chargers, as this may damage the battery cells.
- Only insert rechargeable batteries of the same type. Never use ordinary, non-rechargeable batteries. Insert rechargeable batteries so they connect to the right poles (indicated in the battery compartment of the handset).
- Do not touch the charger and plug contacts with sharp or metal objects.
- The operation of some medical devices may be affected.
- The handset may cause an unpleasant buzzing sound in hearing aids.
- Do not place the basic unit in a damp room or at a distance of less than 1.5 m away from a water source. Keep water away from the handset.
- Do not use the telephone in environments where there is a risk of explosions.
- Dispose of the batteries and maintain the telephone in an environment-friendly manner.
- As this telephone cannot be used in case of a power cut, you should use a mains-independent telephone for emergency calls, e.g. a mobile phone.
- This telephone uses rechargable batteries. You have to dispose of the batteries in an environment friendly manner according to your country regulations.

Cleaning

Clean the telephone with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.

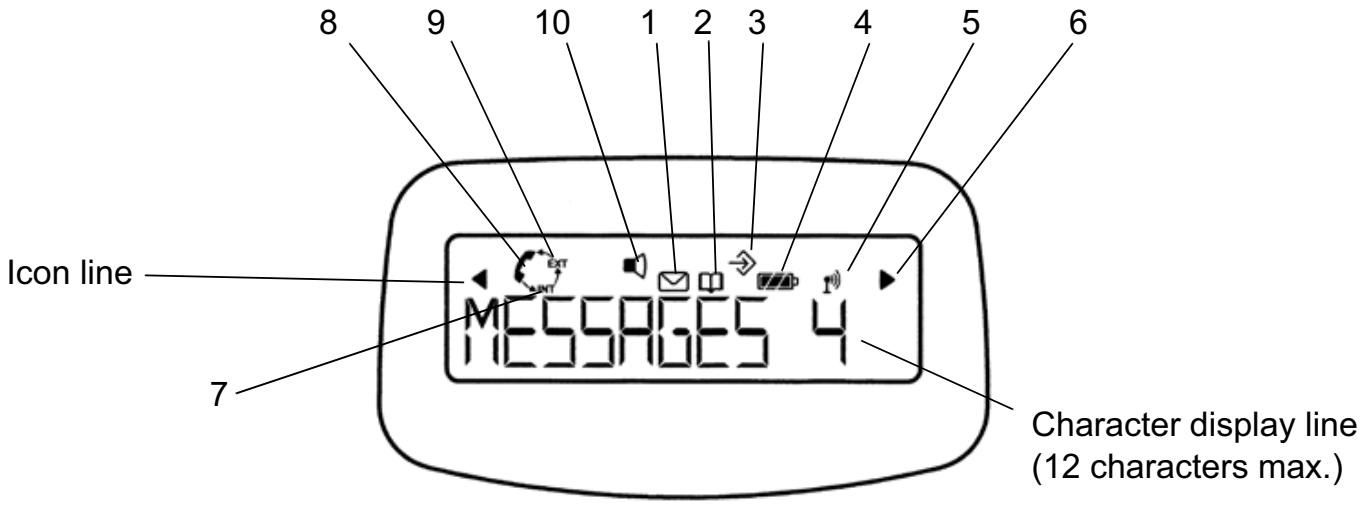
1 Initial use

1.1 Handset/base Butler 3550



1. Earpiece
2. Handset Indicator LED
3. Handfree
4. Menu/OK **/OK**
5. Redial/Pause key /P /Up key ▲
6. Line key
7. Conference call #
8. Internal call **INT**
9. Microphone
10. Flash key **R**/Power ON/OFF
11. Down key ▼/Call log key
12. Phonebook
13. Mute/Delete key
14. Display
15. Speaker
16. Play/Pause key
17. Skip forward
18. Skip back/Memo key
19. Stop/Clock key
20. Outgoing message
21. New message indicator LED
22. Charge indicator LED
23. Power indicator/Incoming call LED
24. Delete key
25. Paging key
26. Answer ON/OFF
27. Base volume down
28. Base volume up

1.2 Display- icons



Each operation has an associated icon

Icon:		Meaning:
1.	✉	New numbers in call list.
2.	📖	You are opening your address book.
3.	→	You are in the menu.
4.	▮	rechargeable battery level indicator. 1 segment: weak, 2 segments: medium, 3 segments full. The segments scroll during battery recharging.
5.		The antenna indicates the quality of reception. The antenna flashes when the handset is not registered on the base.
6.	◀ or ▶	Indicates that the displayed number is longer than the screen (12 digits).
7.	INT	You are in internal communication.
8.	✆	You are online.
9.	EXT	You are in external communication.
10.		Hands free mode activated.

1.2.1 Stand-by-display

In stanby mode, the display shows the handset name and the handset number:

B3550 1

1.3 Handset indicator (LED)

The handset LED has following function:

- ON when the external line is busy
- OFF when all handset are in stanby mode
- Flashes on all handset when there is an incoming call

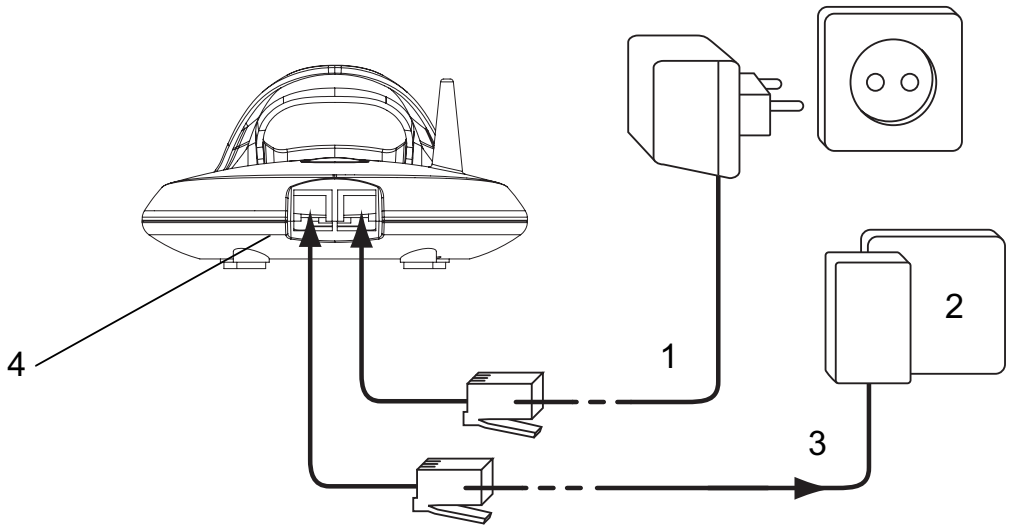
2 Accessories

Cordless telephone, 1 handset, 1 power supply, telephone line cord, 2 batteries

3 Setting up

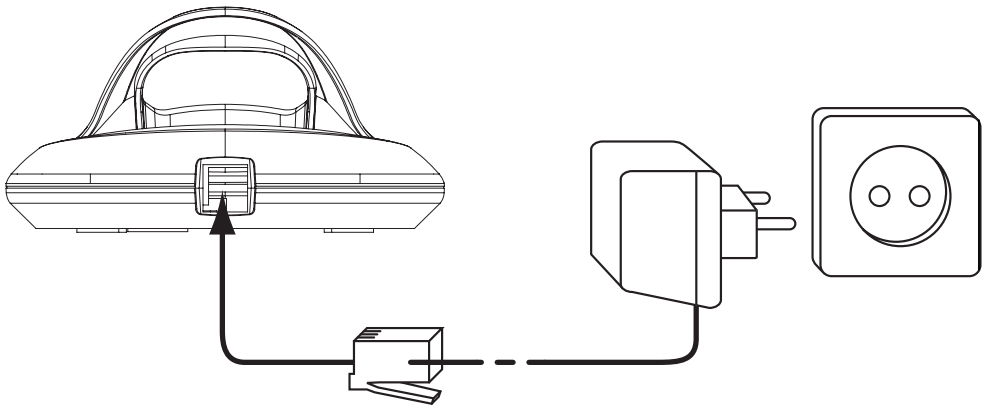
3.1 Connections

Base



1. Power cable
2. Telephone wall outlet
3. Telephone cord
4. Back view of BASE Butler 3550

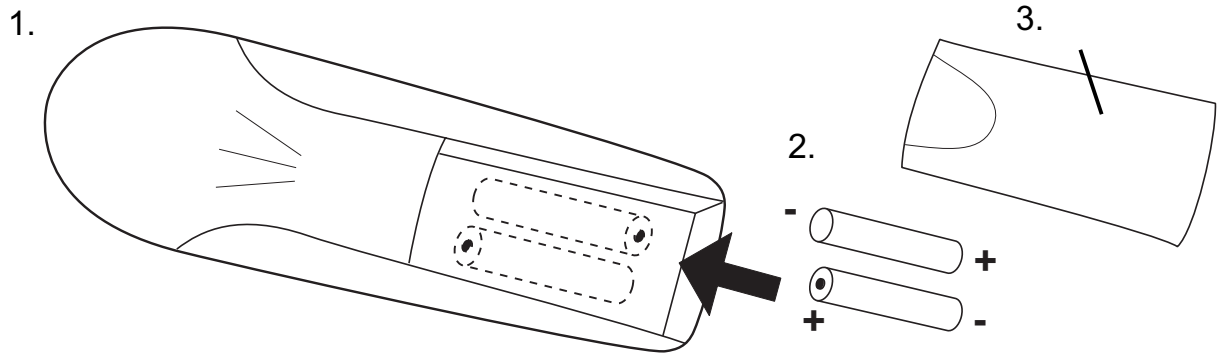
Charger (only in Twin version)



3.2 Rechargeable batteries

Before you use your Butler 3550 for the first time, you must first make sure that the batteries are charged for 6-8 hourse. The telephone will not work optimally if not properly charged.

To change or insert a rechargeable battery:
1. Slide the cover towards the bottom and then lift it up.
2. Insert the batteries **respecting the (+ and -) polarity**.
3. Replace the battery cover.



1. Back view of handset
2. Rechargeable Batteries
3. Cover

The maximum standby time of the batteries is approx. 100 hours and the maximum talk time is 10 hours! In the course of time the batteries will start to drain faster. The batteries must be replaced. You can buy new batteries from any DIY outlet (2 rechargeable batteries, type AAA NiMH)!

4 Using the telephone

4.1 Choosing menu language

1. Enter the menu by pressing ⇨/OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press ⇨/OK
4. Select LANGUAGE using the up ▲ and down ▼ keys
5. Press ⇨/OK
6. Select the language of choice by means of the up ▲ and down ▼ keys
7. Press ⇨/OK to validate

4.2 Handset ON/OFF

- Turn ON handset: Press ⏻ for 2 sec. The handset will search the base.
- Turn OFF handset: Press ⏻ for 3 sec. The display will go OFF.

4.3 Receiving a call

When the handset rings, press ✆ to answer. You are then connected to your correspondent. If the handset is on the base when the telephone rings, you just need to pick up the handset to answer the call (if the option autoanswer is activated: see 5.9 “Automatic answer” on page 17).

If you press 🔊 when the telephone rings, you answer the call automatically and activates the handfree mode.

4.4 Making an external call

4.4.1 Normal:

1. Press ✆
2. Enter telephone number

4.4.2 Block dialling:

1. Dial your correspondents number
2. Press ✆

To correct a number use the ⊗/C key to delete an entered digit

4.5 Making an internal call

Only possible when more then one handsets are registered to the base!!

1. Press INT
2. Enter the number of the internal handset (1 to 2)

4.6 Handsfree mode

You can speak with your correspondent without picking up the handset.
To activate or deactivate the hands free mode, press the 🔊 key during a call.
To adjust the volume, see 5.1 “Speaker volume during call” on page 14.

4.7 Internal call transfer

Only possible when more then one handset are registered to the base!!

When you want to transfer an external call to another handset:

1. During a conversation, press INT.
2. Select the number of the internal handset, the external caller is put on hold.
3. When the other handset picks up, press ✆ to hang up and transfer the call.

If the internal corespondent does not pick-up, press INT again to reconnect to the external caller on line.

4.8 Display of call duration

The call duration is displayed after 15 seconds, in minutes - seconds: “00-20”
At the end of each call, the total call duration is displayed for 5 seconds.

4.9 Microphone mute

It is possible to mute the microphone during a conversation.
Press ⊗ during the conversation, the microphone is then deactivated, you can talk freely without being heard by the calling party.
“MUTE” is displayed. Press ⊗ again to return to normal mode.

4.10 Pause Key

When dialling a number you can add a pause between two digits by pressing the redial/pause ◑/P key for 2s.

4.11 Caller Identification

Caller identification is only available if you have subscribed to this service with your telephone operator.
When you receive an external call, the callers number will appear on the display as the telephone rings.
If the network sends it, or if the name of the caller is in the address book, the caller is identified by his or her name.
The caller identity is replaced by the call duration after 15 seconds in communication. It is still possible to display the caller’s identity after this time by pressing OK-key repeatedly for the name and number.

4.11.1 List of calls

Your telephone keeps a list in memory of the last 30 calls received. This function is only available if your are subscribed to the caller ID information. The correspondents that have called are identified by their telephone number or name in the same way as in caller identification.
The presence of new / unanswered calls is indicated by the flashing ✉-icon on the display.
To consult the list of calls:

1. Press ✉. If there are no calls in the list ‘EMPTY’ will appear.
2. Scroll through the calls using the up ▲ or down ▼ arrows. The callers names will be shown if the name is send by the network or is stored in the phonebook. When is shown, this call is been aswered. When is shown, the call is unaswered. If you are at the end of the list you will hear a beep tone.
3. If you press OK, the telephone number will be shown. (Note: if the telephone number is longer then 12 digits, press OK again to see the complete number.)
4. Press OK again to see the time and date when the call is received**
5. Pressing OK again will give you the option to add this entry in the phonebook if it’s not already stored:
   – Press OK when ‘ADD’ is shown on the display. Enter or modify the name and press OK. Enter or modify the telephonenumber and press OK. Select the melody (1-3) which will be heard when this number is calling by means of the up/down keys and press OK. The entry will be stored in the phonebook.
6. To call back a correspondent, simply press the key when their telephone number or name are displayed.

If a caller is in the phonebook, they are identified by their name in the list of calls.

**** Only when the network send the time/date together with the telephone number! On networks with caller ID in DTMF, no time and date will be displayed.**

4.11.2 Delete an entry or all entries in the call list

You can delete each entry separately or all entries at ones:

- When scrolling through the calls, press:
  - the mute key ⊗/C short to delete this entry only. DELETE appears on the screen.
  - the mute key ⊗/C long (2 sec.) to delete all entries: DELETE ALL appears on the screen.
- Press OK to delete current/all entr(y)(ies), or 🕮 to cancel the delete operation.

4.12 Redial memory

Your telephone keeps a list of the 5 last calls (of 20 digits) you have made in memory. The correspondents called are identified by their telephone number or by their name if they appear in the phonebook.

4.12.1 To consult the redial list:

1. Press ◑
2. Scroll through the calls with the up ▲ and down ▼ arrows.
3. To call by the selected correspondent, simply press ✆ when their telephone number or name is displayed.

When name is displayed, you can toggle between name and number by pressing the →/OK key!

4.13 Calling from the phonebook

To call a correspondent whose name you have saved in the phonebook:

1. Press 🕮 to enter the phonebook.
2. Press the first letter of the name. The first name that starts with this letter or the nearest letter in the alphabet will be displayed.
3. Go through the list of names with the up ▲ and down ▼ keys. The list scrolls in an alphabetical order.
4. Press ✆ to dial the number of the correspondent whose name is displayed.

To see the number before dialling, carry out steps 1 to 3 from before and press →/OK.

4.14 Using the alphanumerical keypad

With your telephone you can also enter alphanumeric characters. This is useful for entering a name into the phonebook, giving a name to a handset,…
To select a letter, press the corresponding key as many times as is necessary. For example to select an ‘A’, press ‘2’ once, to select a ‘B’, press ‘2’ twice and so on. To select ‘A’ and then B consecutively, select ‘A’, wait until the cursor moves on to the next character, then press ‘2’ twice.
To select a space, press 1.
To select a dash, press ‘1’ twice.

The keypad characters are as follows:

Key	First press	Second press	Third press	Fourth press	Fifth press
1	space	-	1		
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9

4.15 Using the menu

A wide range of telephone functions are accessible through a user friendly menu.

1. To enter the menu, press ⇨/OK.
2. Scroll through the selections using the up ▲ and down ▼ keys, the selections scroll in a loop (you return to the first after the last). The arrows on the right of the display indicate that there are other possible selections to scroll through.
3. To validate a selection, press ⇨/OK.
4. To return to the previous menu, press 🕮.

5 Personalisation

Every programmation is confirmed at the end by a double or single long beep. A double bleep confirms the validation of your choice. A long bleep signifies that the modification has not been taken into account.

5.1 Speaker volume during call

During conversation, press the up ▲ or down ▼ key to change the volume accordingly.

The handsfree volume is also adjust together with the receiver in the handset as above described.

5.2 Adjusting the ring volume

5.2.1 Handset ringvolume External/internal calls

The handset ringvolume for internal or external calls can be set separately:

1. Enter the menu by pressing ⇢/OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press OK
4. Select INT RING VOL or EXT RING VOL using the up ▲ and down ▼ keys
5. Press OK
6. Select the desired volume (OFF or 1 to 3)
7. Press OK to confirm or 🕮 to return to the previous menu

5.2.2 Base ring

1. Enter the menu by pressing ⇢/OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press ⇢/OK
4. Select BASE VOLUME using the up ▲ and down ▼ keys
5. Press ⇢/OK
6. Select the desired volume (OFF or 1 to 3)
7. Press ⇢/OK to confirm or 🕮 to return to the previous menu

5.3 Choosing the ring melody

The base and each handset can ring with a different melody.
The handsets can ring with a different melody according to whether the incoming call is internal or external.

5.3.1 Base melody

1. Enter the menu by pressing ⇢/OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press ⇢/OK
4. Select BASE MELODY using the up ▲ and down ▼ keys

5. Press ⇢/OK
6. Select the melody of your choice (1 to 3) using the up ▲ and down ▼ keys
7. Press ⇢/OK to confirm or 🕮 to return to the previous menu

5.3.2 Handset melody, external call

1. Enter the menu by pressing ⇢/OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press ⇢/OK
4. Select EXT MELODY using the up ▲ and down ▼ keys
5. Press ⇢/OK
6. Select the melody of your choice (1 to 3) using the up ▲ and down ▼ keys
7. Press ⇢/OK to confirm or 🕮 to return to the previous menu

5.3.3 Handset melody, internal call

1. Enter the menu by pressing ⇢/OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press ⇢/OK
4. Select INT MELODY using the up ▲ and down ▼ keys
5. Press ⇢/OK
6. Select the melody of your choice (1 to 3) using the up ▲ and down ▼ keys
7. Press ⇢/OK to confirm or 🕮 to return to the previous menu

5.4 Activation / Deactivation of beeps

The handsets can emit beeptone when a key is pressed, when the batteries are low or when the handset is out of range.

5.4.1 Key pressed beeptone on/off

1. Enter the menu by pressing ⇢/OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press ⇢/OK
4. Select BEEP using the up ▲ and down ▼ keys
5. Press ⇢/OK
6. Select KEYTONE using the up ▲ and down ▼ keys
7. Press ⇢/OK
8. Select ON to activate, OFF to deactivate
9. Press ⇢/OK to confirm

5.4.2 Low battery

Proceed as before, but select at point 6 "LOW BATT" instead of "KEYTONE”.

5.4.3 Handset out of range

Proceed as before, but select at point 6 "OUTRANGE" instead of “KEYTONE”.

5.5 Handset name

This function allows you to personalise each handset.

1. Enter the menu by pressing →/OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press →/OK
4. Select NAME using the up ▲ and down ▼ keys
5. Press →/OK
6. Enter the name
7. Press →/OK to validate

While entering the name, press ⊘/C to delete a character and press and hold 🕮 to exit the menu without taking any modifications into account

5.6 Changing the PIN code

Certain functions are only available to users who know the PIN code. By default this is PIN code = 0000.

To change the PIN code:

1. Enter the menu by pressing →/OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press →/OK
4. Select pin code using the up ▲ and down ▼ keys
5. Press →/OK
6. Enter the old 4 figure PIN code
7. Press →/OK
8. Enter the new 4 figure PIN code
9. Press →/OK
10. Enter the new PIN code a second time
11. Press →/OK to validate

5.7 Setting the dialling mode

5.7.1 There are two types of dialling mode:

- DTMF/Tone dialling (the most common)
- Pulse dialling (for older installations)

5.7.2 To change the dialling mode:

1. Enter the menu by pressing →/OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press →/OK
4. Select DIALMODE using the up ▲ and down ▼ keys
5. Press →/OK
6. Select the dialling mode using the up ▲ and down ▼ keys
7. Press →/OK to validate

5.8 Flash time duration

1. Enter the menu by pressing /OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press /OK
4. Select RECALL using the up ▲ and down ▼ keys
5. Choose RECALL 1 for short flash time (100ms) or RECALL 2 for long flash time (250ms)

5.9 Automatic answer

When there is a incoming call and the handset in on the base, the phone automatically takes the line when lifted. This is the default setting, but can be set OFF:

1. Enter the menu by pressing /OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press /OK
4. Select Auto ans using the up ▲ and down ▼ keys
5. Select ON (for automatic answer) or OFF
6. Press /OK

5.10 Reset

It is possible to return the phone to the original default configuration. This is the configuration which was installed when you first received the telephone.
To return to default settings:

1. Enter the menu by pressing /OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press /OK
4. Select DEFAULT using the up ▲ and down ▼ keys
5. Press /OK
6. Enter the 4 digit PIN code (default =0000)
7. Press /OK to validate

Returning to default settings will delete all entries in the phonebook and call log. The PIN code will also be reset to 0000.

5.11 Keypad lock

The keypad can be locked so that no settings can be changed or no telephone number can be dialed. The -icon will appear on the screen when keypad is locked.

5.11.1 Locking the keypad by Menu

1. Enter the menu by pressing /OK
2. Select HANDSET using the up ▲ and down ▼ keys
3. Press OK
4. Select KEY LOCK? using the up ▲ and down ▼ keys
5. Press OK to lock the keypad

*5.11.2 Locking the keypad by the *-key (quick lock)*

Press and hold the '*'-key for 3 seconds. The keypad will be locked.

5.11.3 Unlock the keypad

1. Press any key
2. PRESS * will appear on the screen
3. Press the '*' key within 3 seconds to unlock the keypad

6 Advanced functions

6.1 Phonebook

The Phonebook allows you to memorise 50 telephone numbers and names. You can enter names of up to 12 characters length and numbers of up to 20 digits length.
To call a correspondent whose number is stored in the phonebook, see 4.13 "Calling from the phonebook" on page 12.
To enter alphanumerical characters, see 4.14 "Using the alphanumerical keypad" on page 13.

6.1.1 Add an entry into the phonebook

1. Enter the menu by pressing /OK
2. Select PHONE BOOK using the up ▲ and down ▼ keys
3. Press OK
4. Select ADD ENTRY using the up ▲ and down ▼ keys
5. Press OK
6. Enter the name
7. Press OK to validate
8. Enter the telephone number
9. Press OK to validate
10. Select the desired melody (1-3) by means of the up/down key
11. Press OK to Validate

6.1.2 Modify a name or number

To modify a number in the phonebook:
1. Enter the menu by pressing /OK.
2. Select PHONE BOOK using the up ▲ and down ▼ keys.
3. Press OK.
4. Select MODIFY ENTRY using the up ▲ and down ▼ keys.
5. Press OK.
6. Move through the list of names with the up ▲ and down ▼ keys. The list scrolls in alphabetical order.
7. Press OK when you find the name to modify.
8. Use the ' ' key to go back and enter the new name .
9. Press OK to validate.
10. Enter the new telephone number.
11. Press OK to validate.

If you enter the Phonebook first with the 📖 key and modify a telephone number with the ⌫/C key, the modification will be taken into account only for this call and will not be stored in the phonebook!

6.1.3 Deleting an entry

To delete an entry:

1. Enter the menu by pressing ⏎/OK.
2. Select PHONE BOOK using the up ▲ and down ▼ keys.
3. Press OK.
4. Select DELETE ENTRY using the up ▲ and down ▼ keys.
5. Press OK.
6. Move through the list of names using the up ▲ and down ▼ keys the list scrolls in alphabetical order.
7. Press OK when you find the name you wish to delete.
8. CONFIRM appears, press OK to confirm or 📖 to stop.

6.2 Searching a handset from the base

When the paging button •)) on the base is pressed all the handsets will ring. This ringing will help you locate a lost handset. By simply pressing one of the handset keys the ringing stops.

7 Managing multiple handsets

7.1 Setting up an additional handset

You can register new handsets on the base if these handsets support the DECT GAP protocol.
The base can support a maximum of 2 handsets. If you already have 2 handsets, and you wish to add another one or change one handset, you must first delete a handset, then associate the new handset.

To register any handset, the base must be put into a special registration mode:

1. Press and hold the paging key •)) of the base for 6 seconds.
2. The base will then emit a beeptone. The base is now ready to register a new handset. You have 90 seconds after pressing the button to register a new handset.

After putting the base into registration mode, start the procedure on the new handset:

If your additional handset is a Butler 3550C

3. Enter the menu by pressing ⏎/OK.
4. Select REGISTER using the up ▲ and down ▼ keys.
5. Press OK.
6. Select REG BASE using the up ▲ and down ▼ keys.
7. Enter a base number (from 1 to 4). The flashing numbers are already in use.
8. Enter the Base PIN code (0000 by default).
9. Press OK. The handset will start searching for the DECT base.

10. If the handset has located the base, it will display the base identification number, validate the base registration by pressing OK or stop by pressing 🕮.
11. If the handset does not locate the base, it will return to the standby mode after a few seconds. Try again by changing the base number and check that you are not in a environment where there is interference. Move closer to the base.

If your handset is another model

After starting the registration procedure on the base, refer to the handset manual to find out how to register the handset. The handset must be GAP compatible.
The icon and the text "NOT REG" flashes on the display when the handset is not associated with the base.
When a handset is associated with a base, it is attributed a handset number by the base. It is this number that is displayed on the handset after the name and must be used for internal calls.

7.2 Removing a handset

You can remove a handset with a base to allow another handset to be registered

1. Enter the menu by pressing ⇢/OK
2. Select SETUP using the up ▲ and down ▼ keys
3. Press ⇢/OK
4. Select DEL HANDSET using the up ▲ and down ▼ keys
5. Press ⇢/OK
6. Enter the 4 digit base PIN code
7. Press ⇢/OK
8. Select the handset to be removed
9. Press ⇢/OK to validate

DECT GAP Profile only guarentees that basic calling-functions will work correctly between different brands/types. There's a possibility that certain services (like CLIP) will not work correctly.

7.3 Setting up a handset on another base

If you want to use a Butler 3550 handset with a base of another model. The base must be GAP compatible.

1. To put the base in registration mode, refer to the base user manual.
2. Carry out operations 3 to 10 from the paragraph 7.1 on page 19.

7.4 Selecting a base

The handsets can be registered up to 4 bases simultaneously.
To select a base:

1. Enter the menu by pressing ⇢/OK
2. Select REGISTER using the up ▲ and down ▼ keys
3. Press ⇢/OK

4. Select SELECT BASE using the up ▲ and down ▼ keys
5. Press ⇢/OK
6. Select a base or select AUTO using the up ▲ and down ▼ keys
7. Press ⇢/OK

If you select ‘Auto’ the handset will automatically search for another base when you are out of range!

8 Answering Machine

The Butler 3550 has a built-in digital answering machine with a recording capacity of 11 min. This answering machine can be controlled by the base only. The answering machine can be operated remotely and features the possibility of recording two outgoing messages (Message 1 and Message 2).

An internal voice will state various information, sush as day and time of the call, as well as settings such as VIP code, ring delay... The language available of the internal voice is indicated on the packing!

All messages and settings are stored on Flash-Memory and will not be erased when the adapter is unplugged. Only the day/time settings will be erased.

8.1 Settings controlled on the base

Two outgoing messages of 3 minutes can be recorded (OGM1 and OGM2).

- Outgoing message 1 for the answering function and the possibility for callers to leave a message.
- Outgoing message 2 for the answering function without allowing callers to leave a messages on the machine (answer only).

If no outgoing message is recorded, a pre-recorded outgoing message will be used.

8.1.1 Setting the base speaker volume

To change the volume during playback of incoming or outgoing messages, press ⊕ to increase or ⊖ to decrease. The volume can be set from ‘0’-’9’. If the volume is set to the lowest position there will be no audible output during call screening and during remote interrogation, but there will be a level ‘1’ output for other operation.

8.1.2 Turning Answering Machine On/Off

If the answering machine is On, the ✉-LED on the base will light up continuously (or blink when there are new messages) and the machine will automatically pick up the line after a number of rings (see 8.1.3 “Setting Number of Rings” on page 22).

If the answering machine is Off, the ✉-LED on the base will not lit.
- Press ⏻ to switch On the answering machine.
- A voice confirms the setting and playback the active OGM.
- Press ⏻ to switch Off the answering machine.

Even if the answering machine is Off, it will automatically pick up after 10 rings to enable remote activation (see 8.3 “Remote Operation” on page 24)

8.1.3 Setting Number of Rings

The number of rings after which the answering machine will answer calls can be set from 2 – 9 and TS (Toll saver). The standard setting is 6 rings. In Toll saver mode, the machine will answer after 6 rings if there are no new messages, and after 2 rings if there are new messages. If there are no new messages and you call your machine to check your messages remotely (see 8.3 “Remote Operation” on page 24), you can hang up after the 2nd ring. You do not need to pay connection fees and you know that you do not have any new messages.
- To check the actual number of rings, briefly press the ‘skip forward’ ▸▸ button. A voice will playback the current number of rings.
- Press ▸▸ for 2 secs to set the number of ringing tones.
- Press immediately ▸▸ to change the current number of rings.
- If you do not press any keys for 3 seconds, the machine will set the selected number of rings.

8.1.4 Day and time setting

- Press and hold the 🕒-key until the day is pronounced.
- Press the ◂◂ or ▸▸ to change the day and press the 🕒-key to confirm and go to the hour settings
- Press the ◂◂ or ▸▸ to change the hours and press the 🕒-key to confirm and go to the minutes settings
- Press the ◂◂ or ▸▸ to change the minutes and press the 🕒-key to confirm

If the day and time are correctly entered, the unit will anounce the new setting.

You can press the 🕒-key shortly to hear the day and time.

8.1.5 Memory Full

If the memory is full, the answering ON/OFF LED will flash on the base rapidly (0,5 sec. ON/OFF). If the answering machine is turned On and a call comes in, the machine will automatically play OGM 2 (answering machine function without recorded caller message). When listening to the messages, the internal voice will announce that the memory is full and then play back the messages.
Erase some or all the messages after listening to them.The memory is free again.

8.1.6 Programming the VIP Code

The VIP code is a 3-digit code used to operate the machine remotely (see 8.3 “Remote Operation” on page 24). The VIP code is set to '123' by default. You can hear the current VIP code by pressing the Ø-key shortly.

Press and hold the Ø-key for 3 seconds. The internal voice will ask you to enter the first digit of the VIP code:

- Press the ◂◂ or ▸▸ to change the first digit of the VIP code and press the Ø-key to confirm.
- Repeat above until all 3 digits are set.

If you do not press any keys for 20 seconds, the previous VIP code is saved and the machine automatically exits the VIP setting mode.

8.1.7 Recording and selecting a Outgoing message

- Press and hold the -key until the voice ask you to select the outgoing message
- Press the ◂◂ to select OGM1 or ▸▸ to select OGM2. The selected message will be played.
- After the selected OGM is played the internal voice will ask you to press and hold the ◂◂ or ▸▸ to record a new one depending of which OGM you have selected. Press and hold the corresponded key ◂◂ or ▸▸ during recording.
- Stop recording by releasing the key. The new recorded message will be played.

8.2 Operation

If a call is received and the answering machine is turned ON, the answering machine will automatically answer the call after the set number of rings.
If outgoing message 1 has been selected, the message will be played, a beep will be heard and the caller can leave a message (max. 3 minutes).
If outgoing message 2 has been selected, after the beep, the line will automatically be disconnected. The caller doesn't have the possibility to leave a message.

If, during pick-up, nothing is said for 8 seconds, the line will be automatically disconnected.

Due to noise on your telephone line, it's possible that the device will not disconnect automatically, but record up to max. 3 minutes. The recording will be interrupted as soon as you take the line. If the unit continuous recording, press ■ on the base.

8.2.1 Call screening

This function is convenient if you only want to answer certain calls. During incoming call it is possible to screen the call and hear who is calling if the speaker volume is not set to minimum. You can hear the outgoing message and the caller who is leaving a message.

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8.2.3 Recording a Memo

A memo is considered as an incoming message that can be picked up later by the user. The max. recording time for a memo is 3 minutes.

- Press and hold the ◂◂/⍰ -key. The internal voice will ask you to speak after the tone.
- Start speaking after the beep tone.
- Release the ◂◂/⍰ -key to stop the memo-recording.

8.2.4 Playback of Incoming Messages and Memos

Press ▸ to play all the messages and memos.
Press ▸ for 2 sec. to play only the new messages and memos.
For each message, the internal voice announce the day and time when the message was recorded.
During playback, you can:

- Go to the beginning of the current message by pressing ◂◂ once.
- Go to the previous message by pressing ◂◂ twice.
- Stop playback by pressing ■.
- Interrupt playback by pressing ▸. Press ▸ again to restart playback.
- Go to the next message by pressing ▸▸.

8.2.5 Deleting Messages

a. Deleting one by one during playback

- Start message playback as explained above.
- During playback of the message to be erased starts, press Ø.
- The machine will start playing the next message.

b. Deleting all messages

After you have listened to all messages, the internal voice will ask you to delete all the messages.

- Press Ø to confirm or
- Press ■ to skip.

After pressing delete, the internal voice confirms that all the messages have been deleted.

8.3 Remote Operation

The answering machine can be operated remotely using a touch-tone phone (DTMF tone selection system).
The remote control is menu operated.

8.3.1 To enter the remote operation

- Call your machine.
- The answering machine picks up the line, you hear the outgoing message and a beep.
- After the beep, press '*' long. The unit will ask to enter the VIP code

- Slowly dial the VIP code (default 123).
- If the VIP code is incorrect the unit will confirm and ask you to re-enter. If the VIP code is correct and the unit has new messages, it will start to pronounce the amount of new messages and also play them. When all messages are played, the unit will ask you to press ‘5’ to delete current played messages, or ‘1’ to hear main menu.
- If the unit doesn’t have any new messages it will say so and ask you to press ‘1’ for main menu.

8.3.2 Main Menu

Press ‘1’ to play back the next menu:

- To play all messages, press ‘2’.
- To play new messages, press ‘3’
- To skip back during messages, press ‘4’
- To delete during messages, press ‘5’
- To skip forward during messages, press ‘6'
- To set answer On/Off, press ‘7’
- To hear Outgoing messages menu, press ‘8’
- To set a new security code, press ‘9’
- To set date and time, press ‘0’
- To hear main menu, press ‘1’

You are not obliged to play the main menu before activating any function.

8.3.3 Outgoing Message Menu

Press ‘8’ in the main menu. The unit shall announce ‘Outgoing message menu’ followed by the outgoing message menu.

- To hear main menu, press ‘1’
- To play OGM, press ‘2’
- To record ‘answer and record OGM’, press ‘3’
- To record ‘answer and only OGM’, press ‘4’
- To select ‘answer and record OGM’, press 5
- To select ‘answer and only OGM’ press ‘6’
- To hear OGM menu again, press ‘8’
- To hear mean menu again, press ‘1’

8.3.4 Setting the security code

- Press ‘9’ in the main menu. The unit shall ask to press ‘*’ to set a new VIP code.
- Press ‘*’
- Enter the new security code after the tone.
- Press # to confirm
- The unit shall ask to press ‘1’ for main menu.

8.3.5 Setting and checking date and time

- Press ‘0’ in the main menu. The unit shall announce to press ‘*’ to set new day/time.
- Press ‘*’
- Enter the new date and time, using the numerical keypad, after the tone.
  The time format is as follow x-hh-mm.
  X = 1 for Sunday, 7 for Saturday
  HH = Hour (24 hour clock notation)
  MM = Minutes
- If the date and time is entered correctly, the unit shall announce the new setting.
- If the date and time is entered incorrectly, the unit shall ask to re-enter the day/time
- The unit shall ask to press ‘1’ for main menu.

9 Trouble shooting

Symptom	**Possible cause**	**Solution**
No display	Batteries uncharged	Check the position of the batteries
		Recharge the batteries
	Handset turned OFF	Turn ON the handset
No tone	Telephone cord badly connected	Check the telephone cord connection
	The line is occupied by another handset	Wait until the other handset hangs up
The icon flashes	Handset out of range	Bring the handset closer to the base
	The base has no power supply	Check the mains connection to the base
	The handset is not registered on the base	Register the handset on the base
Base or handset do not ring	The ringing volume is zero or low	Adjust the ringing volume
Tone is good, but there is no communication	The dialling mode is wrong	Adjust the dialling mode (pulse/tone)
Not possible to transfer a call on PABX	The FLASH time is too short	Set the unit to Long Flash time
Telephone does not react to pressing the keys	Manipulation error	Remove the batteries and put them back in place

10 Topcom warranty

10.1 Warranty period

The Topcom units have a 24-month warranty period. The warranty period starts on the day the new unit is purchased. The warranty on batteries is limited to 6 months after purchase. Consumables or defects causing a negligible effect on operation or value of the equipment are not covered.
The warranty has to be proven by presentation of the original purchase receipt, on which the date of purchase and the unit-model are indicated.

10.2 Warranty handling

A faulty unit needs to be returned to a Topcom service centre including a valid purchase note. If the unit develops a fault during the warranty period, Topcom or its officially appointed service centre will repair any defects caused by material or manufacturing faults free of charge.
Topcom will at its discretion fulfil its warranty obligations by either repairing or exchanging the faulty units or parts of the faulty units. In case of replacement, colour and model can be different from the original purchased unit.
The initial purchase date shall determine the start of the warranty period. The warranty period is not extended if the unit is exchanged or repaired by Topcom or its appointed service centres.

10.3 Warranty exclusions

Damage or defects caused by incorrect treatment or operation and damage resulting from use of non-original parts or accessories not recommended by Topcom are not covered by the warranty.
Topcom cordless phones are designed to work with rechargeable batteries only. The damage caused by the use of non-rechargeable batteries is not covered under warranty.
The warranty does not cover damage caused by outside factors, such as lightning, water and fire, nor any damage caused during transportation.
No warranty can be claimed if the serial number on the units has been changed, removed or rendered illegible.
Any warranty claims will be invalid if the unit has been repaired, altered or modified by the buyer or by unqualified, non-officially appointed Topcom service centres.

11 Technical characteristics

Standard:	DECT (Digital Enhanced CordlessTelecommunications) GAP (Generic Access Profile)
Frequency range:	1880 MHZ to 1900 MHz
Number of channels:	120 duplex channels
Modulation:	GFSK
Speech coding:	32 kbit/s
Emission power:	10 mW (average power per channel)
Range:	300 m in open space /50 m maximum inhouse
Powersupply Basestation:	230V / 50 Hz / 55 mA 8VDC 300mA - 9VDC 120mA
Handset Batteries:	2 rechargeable batteries AAA, NiMh 550mAh
Handset autonomy:	100 hours in standby
Talk time:	10 hours
Charging time:	6-8 hours
Normal conditions of use:	+5 °C to +45 °C
Dialling mode:	Pulse / Tone
Flash time:	100 or 250 ms

TOPCOM®

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